

MAY 2002

STANDARD OPERATING PROCEDURE (SOP)

MORALE, WELFARE AND RECREATION TICKETS-N-TOURS OFFICE (TNT) PERMANENT FACILITY COPY

1. **Purpose:** To establish guidelines and internal management controls which will ensure that resource use is consistent with laws, regulations, and policies, that resources are safeguarded and reliable data are maintained, and fairly disclosed in reports.
2. **Scope:** This SOP applies to all employees of the Tickets N' Tours office who handle funds, controlled forms, and any other asset of the NAFI such as tickets or other resale items.
3. **Reference:** AR 215-1; AR 215-3
4. **Procedures:**
 - a. **RecTrac Management Information System**
 1. RecTrac will be used in accordance with Army policy to record all financial transaction, and to generate reports of such transactions. These reports will be supplemented by the use of DA form 4082.
 2. Reports generated by RecTrac at the end of each day will be reconciled and any overage or shortage will be reported accordingly.
 - b. **Collecting and Documenting Funds**
 1. TNT will accept cash, checks, and credit cards (Visa, MasterCard and American Express)
 2. Employees accepting checks will ensure that the patron is not on the Dishonored Check List, published frequently by the Central Accounting Office (CAO) and will ensure that the monies collected is correct according to the purchase made.
 3. All monies collected will be placed in a Combination locked safe until time of deposit.
 - c. **Deposits and Daily Activity Reports**
 1. Bank deposits of checks and cash will be made daily
 2. Daily Activity Report will be submitted to the CAO on a daily basis, even if no funds are collected.

d. Hours of Operation and Securing Facility

1. Monday–Friday 0900-1700, Saturday & Sunday closed
2. TNT building will be secure at the end of each day. Employees will ensure all doors; windows and Combination Safe are securely locked.
3. The employee closing the facility will sign off on both Security Container Check Sheet and Activity Security Checklist prior to exiting the facility at the end of the day.

e. Eligibility:

Active Duty Military, Retired Military, and their bonafide family members are authorized to utilize this facility. All patrons must have proper Fort Monmouth acceptable identification to enter facility. DOD civilians and Contractors are authorized. Civilian and Contractor's bonafide family members, only when accompanied by their sponsor, are authorized.

5. Tickets/Facility Rentals/Special Events (*Account classifications)

a. Consignment Ticket Sales/Voucher (Six Flags, Universal, Sesame Pl, Ski etc):

Tickets shall be purchased under a Consignment Agreement contract with vendors. Ticket fees will be charged according to the cost price purchased plus 5 % mark up. Usage eligibility is outlined in paragraph 3e.

*When the tickets are purchased/paid for by the customer to ITR, the entry on the RecTrac/DAR should be recorded as follows:

Credit 240 for the amount of the tickets sold

b. Inventory Tickets/Merchandise Resale (All Prepaid tickets, Disney, Sony theatre, Rascals, Watches and T-Shirts etc.)

Tickets/Merchandise that are prepaid must be placed into inventory. Ticket fees will be charged according to the cost price purchased plus 5 % mark up. An End Of Month(EOM) count of all tickets/Merchandise on hand must be provided to the CAO.

*When the tickets are purchased/paid for by the customer to ITR, the entry on the RecTrac/DAR should be recorded as follows:

Credit 301 for the amount of tickets sold

6. Facility Rental:

Facilities available for rental though the Ticket-N-Tours Office are:

Community Center, Bldg 552 , Expo Theater, Bldg 1215 and Picnic Areas .

Fees will be charged according to the price list available at the TNT Office and

Will be Glac to the appropriate Activity. Usage eligibility is outlined in paragraph 3e.

7. **Instructional Classes/Special Event Reservation:**

The TNT Office will be responsible for collecting monies for any Instructional Classes or Special Events. Fees will be charged according to prices agreed by the MWR Director and Special Events Coordinator.

8. **Tours & Travel Services - Bus Trips:**

The TNT Office will provide non-air transportation to eligible patrons. Transportation with a specific Charter Bus Company will be contracted through The AMC Contracting Office. Usage eligibility is outlined in paragraph 3e

Daily bus trips- Radio City, New York City Excursion, Bronx Zoo, Atlantic City, Baseball games etc.

Overnight bus trips (2 or more days)- Niagara Falls, Cape May, Washington etc. Patrons will make reservations for trip and payment must be made at least 2 weeks in advance. Fees will be charged to patron according to the fair market value for outside roundtrip transportation plus 20%.

9. **Property Accountability:**

- a. Responsible for NAF and APF fixed asset inventory is done quarterly with the MWR Property Facility Technician.
- b. Any Shortages must be reported to the Team Leader immediately.

10. **Administrative Duties:**

- a. Responsible for employee Time & Attendance and initialed leave slips.
- b. Responsible for checking answering machine first thing in the morning.
- c. Ensuring all time sheets are initialed off and handed into the timekeeper at the end of each workweek (Wednesday's after work).
- d. Ensure DAR's are complete, signed and turned into Bldg. 286 on a daily basis.
- e. Will ensure all staff is trained in Rec Trac.
- d. Ensure that MIS is done on daily basis and a copy on the 15th and the end of the month are e-mailed to the Team Leader.
- e. The Team Leader must approve any purchases for parts.
- f. Responsible for input CPMC and annual operating budget.
- g. Responsible for reviewing quarterly variance budget against actual.

11. **Customer Service:**

Ensures patrons enjoy their recreational experience by consistently providing cheerful and professional service with no more than 2 errors per rating period regarding incorrect information, discourtesy and policies, and coordinates regularly with Team Leader/programmer/external agencies to ensure appropriate communications.

12. **Physical Security** – See attached check list (Activity Security Checklist)

13. **Crowd Control**

- a. Head Count
- b. Set limitations based on pre-set Fire Dept. limitations

14. **Disruptive Behavior**

- a. Assess the situation
- b. Show respect for disputants
- c. Separate disputants – if verbal
- d. Physical dispute call 911 ASAP
- e. Use minimum force necessary to protect life & property

15. **Parking Spaces**

- a. 9 Regular parking spaces
- b. 3 Handicap parking spaces

16. **Emergency & Medical Services**

- a. Facility Operator/Technician calls 911 for assistance
- b. Call Operations Team Leader

Facility Technician

Operations Team Leader

1. Security containers have been locked and checked.
2. Desks, wastebaskets and other surfaces and receptacles are free of classified material.
3. Windows and doors have been locked (where appropriate).
4. Security alarm(s) and equipment have been activated (where appropriate).
5. Change fund is security and deposit made.
6. Call the PMO at close of business x21112.
7. Ensure all accountable tickets are secured.